

TABLE NO.

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STUDENT ID NO.

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 1, 2018/2019

### TIS 3251– INFORMATION SYSTEMS PLANNING AND DEVELOPMENT ( All Sections / Groups )

15 OCTOBER 2018  
9.00 a.m. – 11.00 a.m.  
( 2 Hours )

Question	Marks
Total (50%)	

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#### INSTRUCTION TO STUDENT

1. This Question paper consists of **NINE** pages with **SIX** questions only.
2. Answer any **FIVE** out of the **SIX** questions.
3. If you answer all questions, **ONLY** the **FIRST** five questions will be marked.
4. Each question carries **10 marks** and the maximum marks allotted are **50 marks**.
5. Please print all your answers **clearly** and **neatly** in the specified **ANSWER BOX** provided for each question.

**Question No. 1**

- a. What is an information system? What are some of the ways information systems are changing our lives?

(4 marks)


- b. What is the difference between e-commerce and m-commerce?

(3 marks)


Continued.....

- c. Assume that you are the owner of a small grocery store. Describe the importance of capturing complete and accurate transactions of customer purchases.

(3 marks)


## Question No. 2

- a. Define Decision Support System (DSS). List three of its characteristics.

(4 marks)


Continued.....

- b. Under what conditions are the development of an expert system likely to be worth the effort?

(3 marks)


- c. Which human tasks are difficult for robots to master? What fields of artificial intelligence (AI) are required to develop a truly perceptive robot?

(3 marks)


Continued.....

**Question No. 3**

- a. What are the primary reasons for implementing an Enterprise Resource Planning (ERP) system? You can also explain using CaMSys as an example of an ERP.  
(4 marks)


- b. What is groupware? What are the features likely to be included in a groupware product?  
(3 marks)


**Continued.....**

- c. How does the Joint Application Development (JAD) technique support the Rapid Application Development (RAD) methodology?

(3 marks)


**Question No. 4**

- a. What is a Request for Proposal (RFP)? How it is used?

(3 marks)


**Continued.....**

- b. Assume that you are the owner of a company that is about to start marketing and selling bicycles over the Internet. Describe your top three objectives in developing a new Web site for this systems development project.

(3 marks)


- c. Discuss two disadvantages of a Systems Development Life Cycle (SDLC) methodology are addressed by a prototyping approach.

(4 marks)


Continued.....

**Question No. 5**

- a. Describe one role of the vendor for each of the three phases (definition, construction and implementation) of the purchasing life cycle.

(4 marks)


- b. Discuss two major trade-offs in a make-or-buy decision.

(3 marks)


Continued.....



- c. What is a virtual team, and why do IT managers need new approaches for managing such a team?

(3 marks)


**Question No. 6**

- a. What benefits are associated with centralized governance of IT resources, and how do these differ from those associated with decentralized governance?

(3 marks)


Continued.....

- (3 marks)

[illegible]

- (4 marks)

[illegible]

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